

Governance of Strategic Partner 2017 18

REPORT TO AUDIT AND STANDARDS COMMITTEE



DATE	19/07/2018
PORTFOLIO	Resources & Performance Management
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PURPOSE

1. To provide members with a report on the governance of the Strategic Partner during 2017/18.

RECOMMENDATION

2. That the Committee considers the opinion

REASONS FOR RECOMMENDATION

3. The report was requested by the Audit and Standards Committee.

SUMMARY OF KEY POINTS

4. The Governance of the partnership is recorded in Partnering Protocol. In addition, there is delegated authority in Part 3 of the constitution to the Head of Finance and Property to take decisions in respect of strategic partnerships.

5. **Board Level – Strategic Partnering Board.**

There were 4 Strategic Partnership Board meetings held approximately Quarterly. Senior Management from both the Council and Liberata attended. Strategic level meetings are to ensure that the partnership is aligned with the Council's objectives and continues to meet both partner's needs.

6. **Operational Level - Project Operating Group**

There were six Project Operating Group Meetings held during 2017/18. These were held about one every 2 months. This had decreased from monthly meetings during 2016. Operational management from the Council and Liberata attended. At these meetings operational issues, such as progression of change controls, issues from service liaison and corporate developments which affect the partnership working to be discussed and resolved.

7. Service Level – Service Leads Liaison

There were meetings between the Council and Liberata Operational Service leads. There are six service leads. These liaisons meetings generally operate approximately monthly, but can be more frequent depending on issues arising and availability. They cover the details of performance, planning, delivery and development in the specific service area.

8. Project Teams

Where required and particularly in respect of IT there are project teams which work where partner colleagues work to deliver new systems or process improvement. During 2017/18 Office 365 development was one such project.

9. Day to Day interaction

There are many thousands of operational interactions between the partners. These work to ensure that the partnership delivers services. This high level of integration helps to ensure that the partnership is aligned and working effectively.

10. Performance

There are two tiers of performance indicators; Key performance Indicators (KPI's) and Performance Indicators (PI). The difference is that there are penalties for not meeting KPI's and no penalties for not achieving PI's. Performance is reported monthly, quarterly and at year end.

In audit testing of the KPI's and PI's no significant issues have been identified.

11. Change Control

This relates to the formal process for altering the terms and arrangement of the partnership. Either partner can initiate a change and this goes through a process of approval until it is approved by the senior management of both sides.

There is a specific change control process for the IT service where there are competing development requests and limited development resource.

12. Risk Management

A risks and issues log (RAID – Risks, Assumptions, Issues and Dependences) is maintained by the partnership as a formal record of the risk management. The RAID log is discussed at POG and SPB meetings. The Head of Policy and Engagement, who is the operational risk owner for the Partnership has identified two current risks.

GDPR (General Data Protection Regulation) Risk, the council as data controller cannot transfer the risk of fines and reputational impact of a data protection. The partnership has worked together to prepare for the changes in legislation.

IT Resources, the partnership has an ambitious programme to improve IT systems. While Liberata protects the council in this regard by operating at scale, there is a residual risk that there is insufficient staff resource to deliver the programme to schedule. This risk is managed through regular joint planning.

13. Communication

Agreed messages and clear communications is an important factor in an effective partnership. This demonstrates the alignment of the partners. External and internal communications are discussed at SPB.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION
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14. None

POLICY IMPLICATIONS

15. None

DETAILS OF CONSULTATION

16. None

BACKGROUND PAPERS

17. None

FURTHER INFORMATION

PLEASE CONTACT:

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ALSO: